

Goal: PUBLIC INFRASTRUCTURE

Desired Community Condition(s)

Residents have safe and affordable transportation options that meet the public's needs.

Program Strategy:SUN VAN (ADA Paratransit)

57501

Provide complementary paratransit service for the mobility impaired who are unable to use regular fixed route transit system.

Department: TRANSIT

Service Activities

Sun Van (ADA Paratransit)

Strategy Purpose and Description

The purpose is to provide complementary Paratransit service for the mobility impaired who are unable to use the regular fixed route transit system because of physical limitations or other impairments and who meet eligibility requirements under ADA guidelines.

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Changes and Key Initiatives

NA

Priority Objectives

Input Measure (\$000's)

2001	661	661 TRANSIT OPERATING FUND	4,345
2002	661	661 TRANSIT OPERATING FUND	4,345
2003	661	661 TRANSIT OPERATING FUND	3,837
2004	661	661 TRANSIT OPERATING FUND	4,133
2005	661	661 TRANSIT OPERATING FUND	4,447

Strategy Outcome	Measure	Year	Project	Mid Year	Actual	Notes
Accommodating customer demand for transportation	Ridership	2001			156,332	
		2002	177,870		203,107	
		2003	200,993		190,866	
		2004	180,000	92,866		

2005 185,000

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
Reduce one way cost per trip by 2%	<i>Cost per trip</i>	2001			\$17.78	
		2002	\$18.03		17.66	
		2003	\$18.00		\$16.61	
		2004	\$18.00	\$17.00		<i>Cost per trip is a projection.</i>
		2005	\$17.00			

<i>Strategy Outcome</i>	<i>Measure</i>	<i>Year</i>	<i>Project</i>	<i>Mid Year</i>	<i>Actual</i>	<i>Notes</i>
To accommodate customers from the mobility impaired and TANF (Temporary Assistance for Needy Families) community for demand response service.	<i>ridership</i>	2004	8,000	3,637	6807	<i>Job Access Data 12386 for FY/03</i>
		2005	8,000			<i>Job Access data</i>

Goal: PUBLIC INFRASTRUCTURE

Parent Program Strategy: SUN VAN (ADA Paratransit)

Department: TRANSIT

Service Activity: Sun Van (ADA Paratransit)

5757000

Service Activity Purpose and Description

This service activity provides cur-to-curb transportation services for mobility impaired in the Albuquerque Metropolitan community and the within the incorporated areas of Bernalillo County. This is a ADA requirement (37.121) which states: "Each public entity operating a fixed route system shall provide paratransit or other special service to individuals with disabilities that is comparable to the level of service provided to individuals without disabilities who use the fixed route system."

Changes and Key Initiatives

Provide presentations on Paratransit services to increase awareness of Paratransit opportunities and operating standards for the ADA and Honored community.

Input Measure (\$000's)

2002	661	661 TRANSIT OPERATING FUND	4,345
2003	661	661 TRANSIT OPERATING FUND	3,837
2004	661	661 TRANSIT OPERATING FUND	4,133
2005	661	661 TRANSIT OPERATING FUND	4,447

Strategic Accomplishments

None

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
# of No Shows	2001			600/mo	
	2002	7200		8927	
# of No Shows	2003	7200		7981	
	2004	7200	3810		
# of No Shows	2005	7200			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Ridership	2001	150,000		156,332	
	2002	177,870		203,107	Data for ADA Paratransit
	2003	200,993		190,866	
	2004	180,000	92,866		
	2005	200,000			

<i>Output Measures</i>	<i>Year</i>	<i>Projected</i>	<i>Mid-Year</i>	<i>Actual</i>	<i>Notes</i>
Maintain Job Access ridership on subscription and emergency service.	2003	14,000		12,506	
	2004	8,000	3,637		

2005 8,000

Output Measures	Year	Projected	Mid-Year	Actual	Notes
Training staff and clients of social service agencies to use Transit's Job Access service.	2003	1400		1,513	
	2004	1400	529	1281	
Training and follow-up to staff and clients of social service agencies to use Transit's Job Access service.	2005	1200			

Quality Measures	Year	Projected	Mid-Year	Actual	Notes
Customer complaints	2001	264		264	
	2002	264			
	2003	240		118	
	2004	240	43	96	Complaints are only those that are submitted to customer service.
	2005	90	43		